



Illinois Eastern Community Colleges

Technology Plan 2019-2021

Frontier Community College – Fairfield, Illinois
Lincoln Trail College – Robinson, Illinois
Olney Central College - Olney, Illinois
Wabash Valley College – Mt. Carmel, Illinois

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TECHNOLOGY COMMITTEE MEMBERS

The IECC staff and students wish to express a special thank you to the Technology Committee members and the technology staff

Alex Cline, DO
Robert Conn, WVC/DO
Jay Edgren, FCC
Matt Fowler, WVC
Ryan Gower, LTC
Ryan Hawkins, DO
Travis Matthews, LTC
Rodney Ranes, OCC
Kristi Urfer, OCC/DO
Brandon Weger, DO

INFORMATION TECHNOLOGY STAFF

IECC is fortunate to have skilled and dedicated professionals to support the technology needs of the district. These employees do an excellent job of implementing technology solutions in support of IECC's mission.

District Office

Cris Costantino, Research Data Analyst
Jeff Gumbel, Coordinator of Web/Online Learning Services
Carrie Hallam, Part-Time IT Trainer/Support
Paul Tait, Systems Administrator
Dave Wingert, IT Technician
PJ Zeilstra, Technology Support Specialist
Jay Zwilling, Systems Administrator

FCC

Terry Chrtt, IT Technician

LTC

Chuck Bennett, IT Technician

OCC

Allen Simpson, IT Technician

WVC

Bobby Moyes, IT Technician

Submitted to Cabinet: July 11, 2018

Submitted to Board of Trustees: July 17, 2018

**ILLINOIS EASTERN COMMUNITY COLLEGES
DISTRICT No. 529**

MISSION

Our mission is to deliver exceptional education and services to improve the lives of our students and to strengthen our communities.

Purposes

The District is committed to high academic standards for pre-baccalaureate, career and technical education that sustain and advance excellence in learning. The mission is achieved through a variety of programs and services that include, but are not limited to:

- educational programs, including pre-baccalaureate, career and technical degrees and certificates that prepare a diverse student body for transfer to a four-year institution of higher education or entry into a multicultural global workplace;
- program, course and institutional goals that have identifiable and measurable learning outcomes that are clearly understood by students;
- utilization of resource-sharing partnerships to expand, retrain, and strengthen the industrial base of southeastern Illinois;
- development of partnerships with pre-K through high schools allowing for the smooth transition and progression of students through lifelong learning;
- academic programs and institutional services that are reviewed and revised on a scheduled time frame with a focus on accountability relative to planning, student and program assessment, and learning outcomes;
- adult and continuing education designed to meet the immediate and long-term needs of the residents in the District;
- programs in remedial education, which assist District residents in attaining skills and abilities needed to enter and complete college-level programs;
- student advisement, counseling, and placement services for the purpose of assisting students in choosing a program of study, transferring to a four-year institution, entering employment, or completing certificate or course goals;
- curricula and services that are developed and updated, as necessary, to meet both short- and long-term needs of the residents of the District;
- community education and community service activities that provide a cultural and intellectual resource center for the area as well as identifying and honoring multiculturalism and diversity within our communities;
- professional enrichment and growth experiences for college, faculty, administrators, and staff which will improve and enhance instruction and service; and,
- resources, facilities, staff, and equipment to support all program and service components of the college.

TECHNOLOGY PLAN FY 2019-2021

EXECUTIVE SUMMARY

With the support and commitment of the Board of Trustees, staff, faculty and administration, IECC continues to improve the technological resources available throughout the district. The FY 2019 – FY 2021 Technology Plan serves as a review of FY 2018 technology projects and outlines current and future technological needs. The goal of the plan is to improve technological services for faculty, staff, and students within the projected budget.

A Technology Committee comprised of employees throughout the IECC District provided input and guidance for the plan. This Committee identified technological resources needed to better serve the citizens of District 529 and developed a Technology Plan that:

- is supported by the four colleges, workforce education, and district office and includes their full commitment to the implementation of the adopted plan.
- is cost-effective, with regard given to present and anticipated financial resources.
- is developed with input from key officers from each college and the district office with full consideration given to the American Disabilities Act and the need to accommodate access for the physically challenged.
- ensures investments in technologies that will provide a sound, reliable infrastructure.
- focuses on major technology needs outside of the normal operating budget and grant funds.

The Technology Committee gathered input from the Strategic Plan, employee and student satisfaction surveys, and college focus groups to better understand technology requirements.

TECHNOLOGY VISION AND MISSION FOR ILLINOIS EASTERN COMMUNITY COLLEGES

IECC has actively built a substantial technology foundation rapidly adopting a significant amount of technology. The district must continue to upgrade technology in order to maximize the educational benefits to the citizens of District 529.

Technology changes on a regular basis; therefore, the Technology Plan is a “living” document that will be updated on an annual basis. The plan is a blueprint for tomorrow that sets forth IECC’s information technology vision, strategic directions, and action plans for achieving the empowerment of the district’s community through information technology.

The vision of IECC’s Technology Plan is to create a sustainable environment that integrates technology into the framework of the institution and provides our students, faculty and staff with the information, tools and services where and when needed.

The mission of the Information Technology Plan is to provide secure, reliable and accessible technology services in support of the overall mission of Illinois Eastern Community Colleges.

FISCAL YEAR 2018 TECHNOLOGY PLAN ACCOMPLISHMENTS

Below are status updates for the 2018 Technology Plan projects.

STATUS UPDATE

Administrative Systems

<i>PROJECT</i>	<i>STATUS</i>	<i>NOTES</i>
Banner System Upgrades and Consulting	✓ Completed	Banner 9 installed in production on May 21, 2018. Purchased Trustwave vulnerability assessment consulting to improve data security.
Emergency Notification System	✓ Completed	Purchased the Regroup emergency notification system.

Academic Technology

<i>PROJECT</i>	<i>STATUS</i>	<i>NOTES</i>
Computer Software Licenses	✓ Completed	Purchased the following District-wide software licenses: Microsoft Desktop/Server licenses, Antivirus, Deepfreeze, Backup Exec, Zoom Video Conferencing, and D2L.
Online Software Subscriptions	✓ Completed	The following district-wide LRC software subscriptions were also purchased: American History, World History, World News, Issues and Controversies, Today's Science, Literary Reference Center, Small Business Reference Center, Access Science and CQ Researcher.
Program-Specific Academic Technology	✓ Completed	Purchased technology equipment and software based on campus needs. Purchases included computers, display TVs and software.

Infrastructure

<i>PROJECT</i>	<i>STATUS</i>	<i>NOTES</i>
Network Equipment and Consulting	✓ Completed	Upgraded network switches, wireless controller, and wireless access points.
Network Servers and Storage	✓ Completed	Purchased additional virtual server hosts and storage array.

TECHNOLOGY GOALS AND ACTIVITIES FY 2019 – FY 2021

The improvements and recommendations established through the Technology Plan are listed below as goals in the areas of administrative systems, academic success, and infrastructure. The goals and activities of the Technology Plan are not a wish list, but represent the cost for improvements, upgrades and maintenance necessary to provide the technological resources required by the IECC district. These projects represent technology needs outside the normal operating budget and grant funds.

GOAL 1: MAINTAIN AND UPGRADE SYSTEMS IN SUPPORT OF ADMINISTRATIVE OPERATIONS

Activity 1: Upgrade the hardware and software that supports Banner, the centralized administrative software system. This system contains the core information required for day-to-day operations at IECC including financials, human resources, student records, and financial aid. Additional software demands from Banner upgrades, web access, online reporting, and imaging system access require additional computing capacity. Training is also required to help employees utilize system functionality and increase efficiency. All Banner clients are required to migrate all Banner modules to version 9 by December 31, 2018. We completed phase 1 of the version 9 upgrade in FY 18 and phase 2 is scheduled for FY 19.

Projects

- A. Upgrade Banner Self-Service to version 9.
- B. Automate SAT and other test score uploads.
- C. Streamline online registration.
- D. Develop a fully online international student application.

Activity 2: Purchase annual subscription for emergency notification system that can send text and voice messages to cell phones. Students are much more responsive to text messages so we will expand the system to allow more targeted and individual student communications. (Strategic Plan goal 1, strategy 3, objective 1)

Activity 3: Expand cyber security systems and consulting to ensure data security and regulation compliance.

Projects

- A. Purchase security consulting and vulnerability assessments.
- B. Implement technology and training recommended to improve security.

Activity 4: Implement Office 365 and migrate user data storage and email to the Azure Cloud.

Projects

- A. Add students to Azure Active Directory.
- B. Migrate employee Active Directory accounts to Azure.
- C. Implement One Drive for user storage.
- D. Migrate Exchange email to Office 365.
- E. Implement SharePoint for shared file storage.

Activity 5: Expand and improve data analytics.

Projects

- A. Improve data standards and documentation.
- B. Implement Campus Labs Insight and Core-Data/Banner integration.
- C. Expand Argos OLAPs, dashboards and reports.

(Strategic Plan goal 5, strategy 1, objective 3)

GOAL 2: PROVIDE TECHNICAL RESOURCES TO SUPPORT ACADEMIC SUCCESS

Activity 1: Purchase software applications such as the online learning management system, video conferencing, Microsoft Office Suite, Microsoft Windows Servers and antivirus software. These applications are installed on almost every computer throughout the district. As with all areas of technology, software applications change rapidly. IECC must teach and use the most current software applications to give both students and employees the tools needed to compete in today's marketplace

Activity 2: Migrate to a new online learning management system (LMS). The current LMS contract expires 7/1/2019 and the Distance Delivery Education Committee recommended migrating to Canvas. Conversion and training resources will be required to move courses from D2L to Canvas.

Activity 3: Purchase online software subscriptions. Many research materials are now available online and are accessible by purchasing annual software subscriptions. Purchasing access to the online materials as a district provides district-wide access to the information and takes advantage of quantity discounts.

Activity 4: Due to the elimination of the ICCB Advanced Technology Grant funding, the Committee recommends allocating funds to support technology needs previously funded by the grant. Purchases from this line item will be based on the Advanced Technology Grant guidelines and left to the discretion of the CEO, CFO, Director of IT, College Presidents, and College Deans. The distribution will be: FCC: \$30,000, LTC: \$30,000, OCC: \$30,000, WVC: \$30,000, WE: \$10,000.

Activity 5: Purchase classroom equipment to support computer displays and video conferencing. (Strategic Plan goal 2, strategy 3, objective 5)

Activity 6: Support the Nursing program tablet initiative. Purchase student iPads, setup online testing, ensure sufficient wireless connectivity, setup video displays, and train faculty.

Activity 7: Evaluate and implement systems to ensure academic integrity for online course delivery. Technologies may include: multi-factor authentication, facial recognition, online test proctoring, video conferencing/monitoring, and others.

Activity 8: Develop and implement an attendance monitoring system as a supplement to the progress reporting system. (Strategic Plan goal 2, strategy 6, objective 1)

Activity 9: Support Innovations in Technology Teaching initiative by providing technical support resources as needed. Initiatives include adding technology to enhance lecture capture, video creation, student collaboration, and thermal imaging. (Strategic Plan goal 1, strategy 1, objective 2)

GOAL 3: MAINTAIN AND UPGRADE THE DISTRICT'S TECHNOLOGY INFRASTRUCTURE

Activity 1: Upgrade the existing wired and wireless network equipment and bandwidth. Increases in both instructional and administrative network applications drive the need for faster network and additional wireless access; therefore, we must annually upgrade the networking equipment to accommodate the demands. (Strategic Plan goal 1, strategy 2, objectives 1 & 2)

Activity 2: Upgrade network servers and data storage equipment to support various applications throughout the district. Continue to evaluate cloud-based storage and server options.

Activity 3: Upgrade battery backup and surge protection systems throughout the district.

Activity 4: Replace computers that no longer meet minimum requirements. The lifecycle of a computer ranges from three to five years depending on application requirements. A line item to ensure the replacement of outdated computers is critical.

Activity 5: Upgrade the district-wide video surveillance system cameras and storage.

Administrative Systems

<u>Description</u>	<u>Link to Strategic Plan</u>			<u>FY 2019</u>	<u>FY 2020</u>	<u>FY 2021</u>	<u>TOTALS</u>
	<u>Goal</u>	<u>Objective</u>	<u>Strategy</u>				
1 Banner System Upgrades and Consulting				\$40,000.00	\$40,000.00	\$40,000.00	\$120,000.00
2 Emergency Notification System and Texting	1	3	1	\$5,000.00	\$5,000.00	\$5,000.00	\$15,000.00
3 Expand Cybersecurity Systems (GLBA and GDPR)					\$20,000.00	\$20,000.00	\$40,000.00
4 Office 365 Implementation (administrative/academic)				\$20,000.00	\$10,000.00	\$10,000.00	\$40,000.00
5 Expand and Improve Data Analytics	5	1	3	\$5,000.00	\$20,000.00	\$20,000.00	\$45,000.00
Administrative Systems Totals				\$70,000.00	\$95,000.00	\$95,000.00	\$260,000.00
Academic Technology							
1 Computer Software Licenses				\$120,000.00	\$120,000.00	\$120,000.00	\$360,000.00
2 Canvas Migration				\$25,000.00			\$25,000.00
3 Online Software Subscriptions				\$20,000.00	\$20,000.00	\$20,000.00	\$60,000.00
4 Program-Specific Academic Technology				\$130,000.00	\$130,000.00	\$130,000.00	\$390,000.00
5 Computer Display Units & Video Conferencing	2	3	5	\$10,000.00	\$10,000.00	\$10,000.00	\$30,000.00
6 Nursing iPads, Online Testing, TVs, Ebooks, Training							
7 Improve Online Student Academic Integrity Systems							
8 Develop an Attendance Monitoring System	2	6	1				
9 Support Innovations in Technology Teaching Initiative	1	1	2				
Academic Technology Totals				\$305,000.00	\$280,000.00	\$280,000.00	\$865,000.00
Infrastructure							
1 Network Equipment, WIFI, and Consulting	1	4	1& 2	\$40,000.00	\$20,000.00	\$20,000.00	\$80,000.00
2 Network Servers and Storage				\$20,000.00	\$20,000.00	\$20,000.00	\$60,000.00
3 Network Power Backup and Surge Protection				\$5,000.00	\$5,000.00	\$5,000.00	\$15,000.00
4 Computer Replacements				\$130,000.00	\$140,000.00	\$140,000.00	\$410,000.00
5 Surveillance System Upgrades				\$5,000.00	\$15,000.00	\$15,000.00	\$35,000.00
Infrastructure Totals				\$200,000.00	\$200,000.00	\$200,000.00	\$600,000.00
Totals				\$575,000.00	\$575,000.00	\$575,000.00	\$1,725,000.00